

Chapter 5

Troubleshooting

This chapter provides information about troubleshooting your ProSafe 802.11g Wireless Access Point. After each problem description, instructions are given to help you diagnose and solve the problem. For the common problems listed, go to the section indicated.

- Is the WG302v2 on?
Go to [“Front Panel” on page 1-5.](#)
- Have I connected the wireless access point correctly?
Go to [“Installing the ProSafe 802.11g Wireless Access Point” on page 2-3.](#)
- I cannot remember the wireless access point’s configuration password.
Go to [“Viewing the Activity Log” on page 3-9.](#)

If you have trouble setting up your WG302v2, check the tips below.

No lights are lit on the access point.

It takes a few seconds for the power indicator to light up. Wait a minute and check the power light status on the access point.

If the access point has no power.

- Make sure the power cord is connected to the access point.
- Make sure the power adapter is connected to a functioning power outlet. If it is in a power strip, make sure the power strip is turned on. If it is plugged directly into the wall, verify that it is not a switched outlet.
- Make sure you are using the correct NETGEAR power adapter supplied with your access point.

The Wireless LAN activity light does not light up.

The access point's antennae are not working.

- If the Wireless LAN activity light stays off, disconnect the adapter from its power source and then plug it in again.
- Make sure the antennas are tightly connected to the WG302v2.
- Contact NETGEAR technical support if the Wireless LAN activity light remains off.

The LAN light is not lit.

There is a hardware connection problem. Check these items:

- Make sure the cable connectors are securely plugged in at the access point and the network device (hub, switch, or router). A switch, hub, or router must be installed between the access point and the Ethernet LAN or broadband modem.
- Make sure the connected device is turned on.
- Be sure the correct cable is used. Use a standard Category 5 Ethernet patch cable. If the network device has Auto Uplink™ (MDI/MDIX) ports, you can use either a crossover cable or a normal patch cable.

I cannot access the Internet or the LAN with a wireless capable computer.

There is a configuration problem. Check these items:

- You might not have restarted the computer with the wireless adapter to have TCP/IP changes take effect. Restart the computer.
- The computer with the wireless adapter may not have the correct TCP/IP settings to communicate with the network. Restart the computer and check that TCP/IP is set up properly for that network. The usual setting for Windows the Network Properties is set to "Obtain an IP address automatically."
- The access point's default values may not work with your network. Check the access point default configuration against the configuration of other devices in your network.

I cannot connect to the WG302v2 to configure it.

Check these items:

- The WG302v2 is properly installed, LAN connections are OK, and it is powered on. Check that the LAN port LED is on (amber indicating a 10 Mbps Ethernet connection or green indicating a 100 Mbps Ethernet connection) to verify that the Ethernet connection is OK.
- The default configuration of the WG302v2 is for a static IP address of 192.168.0.228 and a Mask of 255.255.255.0 with DHCP disabled. Make sure your network configuration settings are correct.
- If you are using the NetBIOS name of the WG302v2 to connect, ensure that your computer and the WG302v2 are on the same network segment or that there is a WINS server on your network.
- If your computer is set to “Obtain an IP Address automatically” (DHCP client), restart it.
- If your computer uses a Fixed (Static) IP address, ensure that it is using an IP Address in the range of the WG302v2. The WG302v2 default IP Address is 192.168.0.228 and the default Subnet Mask is 255.255.255.0.

When I enter a URL or IP address I get a timeout error.

A number of things could be causing this. Try the following troubleshooting steps.

- Check whether other PCs work. If they do, ensure that your PCs TCP/IP settings are correct. If using a Fixed (Static) IP Address, check the Subnet Mask, Default Gateway, DNS, and IP Addresses.
- If the PCs are configured correctly, but still not working, ensure that the WG302v2 is connected and turned on. Connect to it and check its settings. If you cannot connect to it, check the LAN and power connections.
- If the WG302v2 is configured correctly, check your Internet connection (DSL/Cable modem etc.) to make sure that it is working correctly.
- Try again.

I am unable to download files from some FTP sites.

If the IP address of the WG302v2 LAN interface is not on the same network as the IP addresses the DHCP server on the WG302v2 assigns to wireless clients, the WG302v2 performs automatic network address and port translation (NAPT). Some higher-layer protocols, such as FTP, might not work with the NAPT on the WG302v2.

To fix this issue, reconfigure the DHCP server settings (Advanced IP Settings) so that the wireless clients receive IP addresses that are on the same network as the WG302v2 Ethernet interface.

I need to restore factory default settings.

To restore the factory default settings, you can use the Reset button (see [“Using the Reset Button to Restore Factory Default Settings” on page 3-6](#)) or use the Backup/Restore Settings menu (see [“Erasing the Configuration” on page 3-6](#)). To view a list of the factory default settings, see [“Default Factory Settings” on page B-1](#).